

**WHAT IS CLAIMED:**

- Sub B1
1. A method for internet performance monitoring and analysis comprising the steps of:  
collecting web page object-level data; and  
measuring access to web page objects.
  2. The method as recited in claim 1 wherein the step of measuring further captures non-speed based information including errors during download, source of content by IP address, and type of content that an object represents.
  3. The method as recited in claim 1 wherein the step of collecting further comprises collecting web page object-level data with at least one data collection agent.
  4. The method as recited in claim 1 wherein the step of measuring utilizes standard HTTP protocol to interact with a web server.
  5. The method as recited in claim 1 further comprising the step of requesting data be transferred from one source to another.
  6. The method as recited in claim 5 wherein the step of requesting occurs automatically.

7. The method as recited in claim 1 wherein the step of measuring further comprises parsing and recognizing other objects referenced in a content returned that need to be retrieved as well.

8. The method as recited in claim 7 further comprising the step of retrieving the other objects referenced in the content.

9. A system for performance monitoring and analysis through a computer network comprising:  
at least one agent connected to said computer network and under the control of software to:  
collect the object-level data and  
measure the access parameters while the collection of the object-level data occurs; and  
a user interface component to receive measurement data from said agent.

10. A system for performance monitoring and analysis of web pages from a web server through a global computer network comprising:  
a plurality of agents located at distributed points throughout a global computer network;

each of said agents being under the control of software to collect the object level data and to measure access parameters while the collection of the object-level data occurs; and

a monitoring component to receive measurement data from said agent.

11. The system for performance monitoring and analysis through a ~~global~~ <sup>a global computer network as recited in claim 10 including</sup> computer network including means for determining the time for a customer to view a Web page.

12. The system for performance monitoring and analysis through a ~~global~~ <sup>a global computer network as recited in claim 10 including</sup> computer network including means for measuring variations a web site's performance by regional location or the network connectivity of the end-user.

13. The system for performance monitoring and analysis through a ~~global~~ <sup>a global computer network as recited in claim 10 including</sup> computer network including means for determining a customer's experience by time of day and day of the week.

14. The system for performance monitoring and analysis through a ~~global~~ <sup>a global computer network as recited in claim 10 including</sup> computer network including means for determining the origination of Internet-related performance problems.

15. The system for performance monitoring and analysis through a global computer

network as recited in claim 10 including  
~~computer network including~~ means for comparing download performance

compared to industry standards or competitive Web sites.

16. The system for performance monitoring and analysis through a global computer

network as recited in claim 10 including  
~~computer network including~~ means for monitoring download performance

changes since the last hardware/software/design investment to the web site.

17. The system for performance monitoring and analysis through a global computer

network as recited in claim 10 including  
~~computer network including~~ means for monitoring access refusals due to traffic

overload.

18. The system for performance monitoring and analysis through a global computer

network as recited in claim 10 including  
~~computer network including~~ means for monitoring the rate that incomplete pages

served.

19. The system for performance monitoring and analysis through a global computer

network as recited in claim 10 including  
~~computer network including~~ means for monitoring performance over time to

obtain performance trends as to whether web site access is getting better or worse

over time.

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20. The system/for performance monitoring and analysis through a global

~~computer network including~~ means for monitoring performance in relation to

network as recited in claim 10 including performance thresholds such as corporate goals and acceptable levels.

21. ~~The system for performance monitoring and analysis through a global~~

Network as recited in claims 10 including computer network including means for determining web site performance improvements.

22. The system for performance monitoring and analysis through a global

Network as recited in claim 10 including:  
computer network including means for determining vendor weaknesses  
contributing to poor Web site performance.